

Harris Central Appraisal District
2025 Annual Report

Letter from the Chief



Presiding Officers of Harris County Taxing Units
Members of HCAD Board of Directors
Citizens of Harris County

Following unprecedented increases in property values earlier in the decade, growth in values moderated in 2025.

The state legislature met for its biennial regular session and two special sessions. They passed several measures requiring voter approval, including increases to both the Residential Homestead Exemption and the Over-65/Disability Exemption, which retroactively impacted 2025 property tax bills. Voters also approved a large increase in the Business Personal Property tax exemption, which will have a significant future impact on the tax base in Harris County.

In July, former chief appraiser Roland Altinger announced his retirement at the end of the year, and the board of directors selected me as his replacement effective January 1, 2026.

The district remains at the forefront for employing innovative new technologies – responsibly adding artificial intelligence (AI) and bots to assist with repetitive tasks and improve productivity. We continue to maximize use of our existing resources including our mobile app, iFile, iSettle, and Webex for virtual meeting opportunities. The ARB approved the appraisal records on August 22, even as we experienced another year of record protest volume.

We seek to expand our existing public outreach programs by proactively collaborating with local political leaders and community development corporations and conducting in-person and virtual property tax workshops on protests, exemptions, and renditions. The virtual forums are recorded, allowing property owners to access vital information at their convenience. Our goal is to make it easier for property owners to understand the process which provides the primary source of local government revenue in Texas.

In the face of an evolving workplace, we continue to provide a flexible work environment that both improves productivity and enhances our employees' quality of life. I am immensely proud of the hard work of our employees, who remain committed to offering First-Class Customer Service.

The appraisal district is responsible for discovering and valuing all taxable property in Harris County in a fair, equitable, and professional manner. This annual report is published to provide our taxing units and taxpayers with a transparent view of the district's responsibilities, activities, and major initiatives.

Sincerely,

Adam Bogard
Chief Appraiser

District Profile

The Harris Central Appraisal District (HCAD) is a political subdivision of the State of Texas established in 1980, following the codification of property tax laws by the 66th Texas Legislature in 1979. The codification established one appraisal district in each of the state's 254 counties for the purpose of discovering and appraising property for ad valorem tax purposes for each taxing unit within the boundaries of that appraisal district. HCAD, the largest district in the state, serves 621 taxing units.

The primary purpose and responsibility of the district is to provide taxing units and property owners within its boundaries fair and equitable appraisals of property subject to ad valorem taxation.

Texas appraisal districts are permitted to contract with their taxing units to perform tax collection functions. HCAD has not contracted with any of its taxing units to provide those services through 2025 and does not anticipate any collection contracts in the foreseeable future.

HCAD is governed by a board of nine directors who are chosen through three different processes. Five directors are appointed by a vote of eligible taxing units that participate in the district. Three directors are elected by voters of Harris County in a countywide general election. The County Tax Assessor-Collector is a publicly elected official who pursuant to the Texas Property Tax Code serves as an ex-officio director on the board.

The board of directors has general policy-making authority. It appoints the chief appraiser, who is chief administrator of the district, and appoints the taxpayer liaison officer, who helps resolve disputes that may arise as property owners navigate the value-equalization process. The board of directors appoints members and officers of the Appraisal Review Board (ARB) and has primary responsibility for fiscal matters, including approval of major contracts and adoption of the annual budget.

In Texas, the property tax is the primary source of funding for local government units (i.e., school districts, cities, counties, junior college districts, and other special districts). Property taxes pay much of the cost of public schools, police and fire protection, courts, health services, streets, water and sewage, parks, and most other local government activities. HCAD does not determine how much each of these local taxing units will spend to provide services, nor does it set their tax rates. Each taxing unit adopts its own budget, then sets a tax rate to generate funds needed to pay for its services. The district provides each taxing unit with a list of its taxable property, together with the January 1 value of each property and appropriate exemptions. The tax roll serves to allocate tax burden among all property owners equally and uniformly, based on market value.

The county continues to grow in population and parcel counts. Over the past eight years, protest volume has grown by nearly 40%, exemption applications by 30%, and lawsuits have more than doubled. In order to maintain our high level of performance, two new Deputy Chief Appraisers were added as part of a reorganization at the executive level.

The Office of the Chief Appraiser is primarily responsible for the overall planning, organizing, staffing, and controlling of district operations as required by the Texas Property Tax Code. The district is organized into four primary departments: Chief Appraiser, Deputy Chief Appraiser Appraisal & Security, Deputy Chief Appraiser Compliance, and Deputy Chief Appraiser Appeals.

Divisions reporting directly to the Chief Appraiser are Information Technology, which maintains the district's data center, local area networks, software applications, and imaging; Budget & Finance, which is responsible for the business support functions relating to budget, finance, employee benefits, purchasing, capital assets, facilities and postal services; Human Resources, which is responsible for strategic and functional responsibilities for all HR disciplines, and; Legal Services, which handles in-house legal services to HCAD and litigation involving cases filed against HCAD.

Divisions reporting directly to the Deputy Chief Appraiser Appraisal & Security are the Appraisal Operations, Business & Industrial Property, Residential Property, Commercial Property, and Security Services. The Appraisal Divisions are responsible for the evaluation of all real and personal property accounts. The Security Services is responsible for providing a safe environment to all employees, property owners, visitors, and board members.

Divisions reporting directly to the Deputy Chief Appraiser Compliance are Jurisdiction Communications, Audit Support, Records & Information Management, and Information & Assistance. These divisions coordinate support functions, including records maintenance, exemptions, customer services to property owners, communication with active and inactive jurisdictions, account reviews, internal and external communication, and records management.

Divisions reporting directly to the Deputy Chief Appraiser Appeals are Review Appraisal and ARB Operations. The ARB Operations division is responsible for coordination, planning, and scheduling of informal meetings, formal hearings, and related functions. Review Appraisal is responsible for overseeing post-Appraisal Review Board property appeals.

Local Economy

The district's activities for the previous 12 months led up to the major event of certification of the appraisal roll on August 22, 2025, with less than 4.26 percent of the total value in the district remaining under protest. State law requires that not more than 10 percent of the total value remain in unresolved property owner protests at the time the records are approved and certified as the appraisal roll. The sum of the taxable value for each of the 627 taxing unit appraisal rolls was approximately $5.68 trillion, resulting in a 2025 ad valorem tax levy of approximately $14.6 billion, an increase of 2.2 percent from 2024.

The district encompasses 1,774 square miles and some of the most complex properties in the world. These include port facilities of the Houston Ship Channel and Port of Houston, the busiest port in the United States in terms of foreign tonnage and the second busiest in overall tonnage. The properties include two major international airports, more than 354 Class A high-rise office properties, hundreds of millions of square feet of

warehouse and retail properties, tens of thousands of apartment units, and more than 1.2 million homes. Harris County is one of the world's major petrochemical centers and includes five refineries, thousands of miles of pipeline and tank storage, and dozens of petrochemical processing facilities. The City of Houston is the fourth largest city in the United States, and Harris County estimates that the unincorporated area of the county would be the fifth largest city. The appraisal district also appraises business and industrial personal property for taxation at full market value.

According to the Houston Association of Realtors' (HAR) December/Full-Year 2025 Housing Market Update, total property sales increased 2.3% compared with 2024. Single-family home sales rose 3.8 percent to 88,634 compared to 85,373 in the prior year. Total dollar volume for 2025 climbed 4.5 percent to $43 billion versus $41.1 billion in 2024.

The median price of a single-family home – the figure at which half of the homes sold for more and half sold for less – was $334,900 in December, unchanged statistically since last year. The average price increased from $422,590 to 426,558, an increase of 0.9%.

The Houston land market continues to face significant challenges. Data from the last three years shows a decline in all sectors of Harris County, and market activity is the lowest we have witnessed in the last ten years. Despite the challenges, notable deals still occur, and industrial and single-family developments remain viable, benefiting from locations on city outskirts with freeway access. Retail demand is high, but there are limited parcels large enough for new shopping center developments.

Demand activity in Houston's multifamily market is somewhat cautious due to unpredictability in the market and economy. Rather than adjusting market rents downward, higher concessions were given instead. As a result, not only did market rents decrease only slightly, but absorption and associated occupancy made significant gains. Overall market rents decreased 1.5%, which is at their lowest level since 2020 and underperforming the market's 10-year average by 2.7%.

Leasing momentum improved throughout 2025, while new construction decreased significantly. Over the four quarters of 2025, an astounding net of 26,510 units were absorbed, compared to 10,805 just two years earlier. Houston's overall vacancy rate of 9.6% is better than its 10-year average of 11.7%.

Typically, the Houston multifamily market requires 10,000 to 15,000 new construction units to meet demand in a stable market. Nevertheless, new deliveries (17,161) in Houston decreased from the previous year (26,304). More significantly, the supply of new units – those under construction – is down 32% due to the recent "hold" caused by financing challenges and high interest rates. Continually developing suburban areas to the northwest and west, as well as areas inside 610 Loop are at the forefront of construction activity.

Although the market has wavered substantially over the past few years, the long-term drivers supporting Houston's multifamily market remain sound: nation-leading population growth, a diversifying economy, and average rents of $1,258/month, which remains below national rates and competing communities in the Sun Belt. High mortgage rates paired with higher single-family home prices may continue to shift the housing demand toward the rental market.

In the first three quarters of 2025, the Houston office market was one of only three in the country to report positive absorption. New Class A office buildings built after 2010 are a strong driver, as Class B and C buildings are still experiencing loss of tenants, higher vacancy rates, and stagnant rental rate growth. Deliveries have

increased to 2.3 million square feet, with an additional 1.7 million square feet under construction. Newly signed leasing activity fell to a five-year low. Subleasing space is also on the decline as larger firms are reducing footprints and are reluctant to extend lease commitments. Houston's overall office vacancy is expected to remain high but stable, given that less than 25% of leases were signed prior to 2020 and with most of the downsizing having already occurred.

The healthcare landscape is undergoing a dramatic shift, driven by patient demand for convenient, accessible, and cost-effective care. Houston is home to the Texas Medical Center (TMC), the eighth largest business district in the U.S. and is one of the largest employers in the city. According to TMC, there are $3 billion in construction projects underway, including TMC3, a 37-acre biomedical research campus. Healthcare providers have added outpatient space and have increasingly taken on retail space, particularly in fast-growing suburban markets. Due to an aging baby-boomer generation and a growing Houston population, healthcare continues to be one of the fastest growing industries in the region. Medical office buildings are viewed by investors as safe-haven assets. Strong leasing activity has kept pace with new deliveries, pushing occupancy up by 120 basis points to 89.8%, up from 88.6% in the second half of 2024.

Retail demand in Houston continues to be resilient but shows a growing divide: older properties have availability and newer spaces are increasingly scarce. Absorption rebounded in the third quarter of 2025, as big-box bankruptcies slowed down and tenants backfilled vacant space. After averaging almost two-million square feet per quarter over the past year, move-outs fell 7% to 1.8 million square feet. At the same time, move-ins accelerated by 15% to 2.2 million square feet. Rising concerns regarding inflation and tariffs have resulted in a more bearish near-term outlook for consumers and the broader economy. Rent growth in retail has been slowing for more than two years but is up 1.5% year-over-year. Vacancy rates continue to hold steady.

Houston's hotel market transitioned from steady growth at the beginning of 2025 to a clear softening, as occupancy gains reversed and demand contracted. Occupancy was inflated due to weather disruptions that carried over from 2024. Residents were displaced through the first quarter of 2025 by a derecho and Hurricane Beryl. Occupancy by recovery crews also added to the atypical demand surge. Overall, occupancy was down 5.1 percent year-over-year. The hospitality sector continues to benefit from a robust calendar of events and infrastructure investments. The George R. Brown Convention Center expansion and preparations for the 2026 FIFA World Cup are expected to draw international visitors to the city in 2026. Room supply continues to increase with an average of about 2,000 rooms added annually. Investment activity remained steady, but while the number of trades last year was higher, 2025 is marked by investor caution driven by higher inflation and macroeconomic uncertainty, such as international trade tariffs and slower economic growth.

The Houston industrial/warehouse market demonstrated stability in 2025, despite challenges such as slowing leasing activity and a declining construction pipeline. With strong net absorption, a slight decrease in vacancy rates, and steady rental growth, Houston solidified its position as a key hub for industrial activity. Vacancy rates decreased slightly, reflecting a slowdown in construction following a five-year wave of record new deliveries.

Comparison of Appraised Values

To Previous Year

The change in appraised value of taxable property between the years 2025 and 2024 is reflected in the following tables:

HARRIS CENTRAL APPRAISAL DISTRICT APPRAISAL VALUES

Category	Appraised Value (in billions) 2024	2025
Residential	$ 416.2	$ 437.5
Apartments	66.1	68.1
Commercial	150.0	161.3
Vacant Land	16.5	16.5
Industrial	41.5	42.4
Utilities	9.0	9.8
Commercial Personal	41.4	43.5
Industrial Personal	45.8	47.2
Other	75.7	80.2
Total	$ 862.1	$ 906.5

HARRIS CENTRAL APPRAISAL DISTRICT APPRAISED VALUES

2025		2024	
Number of Accounts	Appraised Value (in thousands)	Number of Accounts	Appraised Value (in thousands)
1,777,541	$ 906,747,512	1,763,000	$ 879,346,209

Note: Land that is valued using productivity valuation methodology, such as agricultural or timber use is not included in the total appraised values. All other land is included. Since more than one property parcel is included in some accounts, the actual number of parcels appraised by the district is more than the number of accounts listed above.

Taxable Values

The following table compares the taxable values (i.e., appraised values less exemptions and special valuations) for the government of Harris County. The information presented here has been updated through January 1, 2026. The change in the appraised and taxable values from 2024 to 2025 varied among taxing units, reflecting the mix of property types, exemptions, and market conditions within each unit.

HARRIS COUNTY TAXABLE VALUES (in thousands)

	2025	2024	Change	Percent Change
Appraised Value	$ 906,747,512	$ 879,346,209	$ 27,401,303	3.12%
Taxable Value	$ 680,900,738	$ 663,448,334	$ 17,453,404	2.63%

Texas Comptroller of Public Accounts

Ratio Study & Governance Review

Government Code Section 403.302 requires the Comptroller to conduct a study to determine the degree of uniformity and the median level of appraisals by the appraisal district with each major category of property, as required by Section 5.10, Tax Code. This study is required every other year. If the locally appraised value in a school district is within the statistical margin of error of the state value, the Comptroller's Property Tax Assistance Division (PTAD) certifies a school district's local tax roll value to the Commissioner of Education. A five percent margin of error is used to establish the upper and lower value limit for each school district. If the local value is outside the acceptable range, the PTAD certifies the state value, unless the school district is eligible for a grace period, which is a period when local value is used even though it is determined to be invalid. A property value study of HCAD was completed for 2025 and all school districts fell within the margin of error.

Section 5.102, Tax Code requires the Comptroller of Public Accounts to review county appraisal district (CAD) governance, taxpayer assistance, operating and appraisal standards, procedures, and methodology at least once every two years. School districts located in counties that do not receive the Methods and Assistance Program (MAP) reviews in a year will be subject to property value studies in that year. Another MAP review was conducted in 2024, and HCAD passed with a score of 100.

The district's median level of appraisal for 2025 is summarized in the following table:

STATE COMPTROLLER'S STUDY	
Property Category	**Median Level of Appraisal 2025**
Single Family Residential	1.00
Multi-Family Residential	.99
Vacant Lots	.96
Acreage	N/A
Commercial Real Property	.96
Utilities	.94
Commercial Personal Property	1.00
Overall Median Level - All Properties	.99

Since the statistical median reflects the midpoint of a sample, it is generally desirable to maintain median appraisal levels at or slightly below 1.00 to avoid over-appraisal of properties. The International Association of Assessing Officers (IAAO) guidelines state that the overall level of appraisal for all parcels in the jurisdiction should be within 10 percent of the legal level. Based on these criteria, the district's 99 appraisal level is considered to reflect very good appraisal performance.

Property Owner Protests, Appeals and Litigation

Property owners who disagree with their noticed values may file protests before the statutory deadline. During 2025, property owners and their tax consultants filed 567,154 protests, resulting in an increase of 9.77 percent from the 2024 protest volume of 516,674.

Property owners usually resolve disagreements about their appraised value, exemptions, or other issues in an informal meeting with a district appraiser. If no agreement is reached informally, the property owner may be heard before the Appraisal Review Board, an independent body. Most panels consist of three members, but a single ARB member can hear a formal protest at the property owner's request. The panel makes the final determination. The peak protest hearing period is generally from May to August each year. The 2025 protest activity data has been updated through March 30, 2026.

The table below shows protest activity for the last 10 years:

PROTEST ACTIVITY (Dollars in millions)				
Year	Reappraisal Year	Accounts Protested	Value of Accounts	Avg. Percent Reduction
2016	Yes	380,550	$311,654	10.80%
2017	Yes	389,644	318,521	10.40%
2018	Yes	372,579	319,597	10.02%
2019	Yes	421,819	363,741	10.70%
2020	Yes	447,316	388,763	11.08%
2021	Yes	453,543	394,603	9.99%
2022	Yes	494,918	455,480	10.24%
2023	Yes	528,812	523,460	11.95%
2024	Yes	516,674	517,774	9.88%
2025	Yes	567,154	555,081	7.04%

Property owners who are dissatisfied with their protest hearing result may appeal the appraisal review board decision by filing suit in state district court. They may choose to file an application for binding arbitration, or for a hearing with the State Office of Administrative Hearings.

The volume of litigation for the past 10 years has soared from 4,212 lawsuits in 2016 to this year's 9,807. The number of accounts included in the lawsuits also increased significantly. A change in the rules for arbitration in 2017 caused a large jump in the number of lawsuits and the number of accounts within those suits for 2018.

The volume of litigation for the last 10 years is summarized in the following table:

LITIGATION VOLUME (Dollars in billions)					
Year	Total Lawsuits	Number of Accounts	Value of Accounts	Number Resolved	Value Loss %
2016	4,212	12,018	$90.8	11,999	11.88%
2017	4,661	11,918	81.1	11,910	11.27%
2018	7,183	16,024	87.9	15,951	10.23%
2019	6,374	15,054	106.5	14,978	11.71%
2020	6,584	16,175	129.9	15,303	11.31%
2021	6,949	15,759	115.1	14,955	10.48%
2022	8,000	18,395	151.9	18,096	12.47%
2023	9,646	23,197	168.7	21,194	13.42%
2024	9,873	25,552	161.4	19,447	10.87%
2025	9,807	25,636	161.9	2,218	9.42%

Rather than filing suit in state district court, property owners may appeal the appraisal review board decision through binding arbitration. Arbitration is available for non-homesteaded properties valued at $5 million or less. Homesteaded properties have no value limit.

A change in rules for binding arbitration in 2017 caused tax agents to prefer litigation in 2018, causing a substantial drop in arbitration volume, although the number of arbitration cases have continued to rise significantly as values have increased.

Arbitration volume for the last 10 years is summarized as follows:

ARBITRATION VOLUME				
Year	Number of Accounts	Determined	Dismissed/ Withdrawn	Pending
2016	7,780	7,780	4,715	-
2017	7,375	7,375	3,702	-
2018	2,276	2,276	1,332	-
2019	3,548	3,548	2,189	-
2020	5,119	5,119	4,148	-
2021	5,647	5,647	5,239	-
2022	8,457	8,457	7,841	-
2023	12,401	12,386	11,234	15
2024	10,611	10,556	9,663	55
2025	13,885	12,575	11,769	1,309

Another option for property owners is to file an appeal with the State Office of Administrative Hearings (SOAH). The Texas Legislature adopted a pilot program for certain counties in 2009 that allowed property owners to appeal ARB orders for real or personal properties with values of more than $1 million to SOAH. Effective January 1, 2014, the 83rd Legislature made the pilot program permanent for every county in the state, allowing SOAH to hear appeals of ARB decisions statewide. Property owners may appeal to SOAH if the appeal concerns the determination of the appraised or market value of the property. The property owner must exercise this option not later than 30 days after receiving the ARB's Order of Determination, and they must deposit $1,500 with SOAH. As a member of the initial SOAH pilot program, HCAD has been the leader in the state for this method of property tax appeal. For 2025 HCAD was involved in 22 SOAH cases; 1 went to trial, none were dismissed, 18 were settled, and 3 remain unresolved.

iFile and iSettle Programs

The Harris Central Appraisal District continues its online iFile program that allows property owners and agents to protest their noticed values through the district's website. During 2025, there were 74,862 agent protests and 85,541 property owner protests received through iFile. Both programs have reduced the number of property owners needing to appear in person at the district's office. Additionally, much of the paper handling, data entry, scanning, and filing tasks were eliminated due to the increased use of iFile and iSettle. The iFile program also allows personal property renditions to be submitted online.

The iSettle program was developed to provide a way for property owners to resolve online through our website rather than appear in person to meet with a district appraiser. Residential property owners participating in iFile, though not represented by agents, may use iSettle. Participation requires the property owner to give an opinion of value and a reason for the change requested. A district appraiser reviews the information and decides whether to offer the property owner relief. Acceptance of the appraiser's offer binds the property owner for the tax year. If the appraiser determines that an offer is not warranted, the protest is scheduled for an informal meeting with an appraiser. Rejection of the appraiser's offer, or failure to respond, automatically schedules the property owner to appear for a formal hearing.

In 2017, a feature was added to the iFile/iSettle program that allows property owners participating in iSettle to upload their hearing evidence via the Owners website. This uploaded evidence is taken into consideration by the district before making an iSettle offer to the property owner. A total of 13,920 property owners used this feature in 2025, and they uploaded a total of 137,181 files. The addition of this new feature plays a significant role in the quality of iSettle offers made by the district.

Ten-year volumes for iFile and iSettle activities are as follows:

iFILE/iSETTLE VOLUME						
Year	iFile Participants	iFile Renditions Renditions Processed	iFile Rendition Rendition Extension Requested	iSettle Offers iSettle Offers Accepted	Owners Website Owner Website Accounts Enrolled	Owners Website Accounts Serviced
2016	119,547	30,452	21,075	13,679	180,000	16,000
2017	118,381	31,154	22,090	19,284	213,000	21,000
2018	118,798	32,098	20,546	9,749	233,000	25,000
2019	146,543	31,019	21,892	23,550	261,000	33,000
2020	172,407	32,931	12,598	32,604	287,000	41,000
2021	168,239	32,725	20,691	38,564	295,000	43,000
2022	287,387	34,369	20,007	36,756	353,102	34,574
2023	287,007	33,645	21,174	36,926	352,183	38,517
2024	305,257	33,781	21,584	33,836	305,257	41,454
2025	316,846	35,931	20,287	40,912	316,846	43,745

Major Initiatives

Implementation of Cascade is fully underway, replacing VisiFlow for document and workflow management. The Business Industrial Property Division (BIPD) has fully converted from VisiFlow to Cascade. Additional requirements gathering and configuration for all other divisions will continue through 2026.

Monarch (a supplemental program for HCAD's current manual rolls quality check procedure handled by our QUAG team) has been successfully deployed. Unlike the current process, which depends on the QUAG team to manually spot-check samples, Monarch automates the validation of the entire dataset. It scans complete sets of roll data, PDF reports, and validates the information against the CAMA database.

HCAD added functionality to its Case Management System to extract data from and automatically process agreed final judgments; this capability will be extended to automate the processing of original petitions later in 2026.

Robotic Process Automation (RPA) bots to process arbitration applications for RAD and renditions for BIPD were completed, while existing bots for protests and agent appointment added the ability to deal with scanned documents along with digital applications. User testing and additional configuration continues with TrueRoll and HCAD's applications group to finalize automation of the most straightforward exemption applications. Bots also have been developed for other applications, including BREX, our agent bot, which processed nearly 104,000 forms in 2025; PAL, a bot to extract data from profit & loss statements submitted to our Commercial Property Division; and ARBI, our arbitration bot that went live in February, which processed 14,000 arbitrations in 2025. We also launched LOKI, our internally developed field application for BIPD.

The Information and Assistance division (I&A) started working with vendor Just Appraised in 2024 to provide property deed transactions following the unexpected dissolution of the previous vendor. I&A is seeking to create a direct partnership with the County Clerk's Office for an in-house process of acquiring deed transactions. HCAD also deployed LiveChat, a platform used by staff to interface with the public across all pages of hcad.org.

The Information Technology (IT) division continues to improve on its Information Security Program. Participation in the district's Cybersecurity Champion Program, which recognizes individuals who complete not only mandatory annual training but also 100 percent of monthly training, rose from 27 percent to 33 percent of district employees.

We completed a robust and comprehensive AI Governance process to serve as a foundational framework for ensuring that AI systems used within HCAD operate transparently, ethically, and in full compliance with applicable laws and regulations. The process aims to mitigate risks, promote fairness, and uphold accountability in AI-driven operations. We also continued expansion of the scope of ChatHCAD, the district's proprietary AI chatbot, to include reference materials from both appraisal and non-appraisal (HR, IT, RIM, etc.) divisions.

Successfully migrated from Connect Explorer to new, modern Cloud Explorer release for oblique photography and measurements from EagleView. The product is used in our everyday workflows and is an integral part of the valuation process at HCAD, used to look at, measure, or review characteristics of a building or exterior features.

The HCAD website includes a redesigned "Contact Us" form to make it more user-friendly for property owner inquiries. Part of the redesign includes a question to determine if the inquirer is a veteran, so they can receive preferential treatment and thanks for their service to the nation.

A member of the HCAD legal department lobbied the state legislature for a new law protecting the identities of children from open records requests. SB 2068 amended Section 11.48(a) of the Texas Property Tax Code to specifically exempt the release of personal information related to minors.

Our use of technology has prompted a paradigm shift in the way protest hearings are conducted and settled. Remote options such as iSettle, Express Informals, and Topline continue to grow in popularity because of the convenience of doing it from home, office, or anywhere in the world. The additional electronic

settlement options led to an increase in the number of remote hearings/meetings in 2025 to 85,945. The total number of settlements where people did not have to come into the office increased to 388,949 in 2025.

HCAD's security team is now equipped with personal radiation detectors thanks to the initiative of one of our corporals. The department was informed about a cooperative program funded by the Department of Homeland Security. The sensitive devices can detect unsafe levels of radiation coming from large bags or crates.

The Harris Central Appraisal District's outreach program educates property owners on assessment and taxation issues. The district conducted a total of 63 virtual and in-person property tax workshops, exemption workshops, and presentations in 2025. Many of these workshops were done with the Harris County Tax Assessor-Collector's office to present a complete picture of the assessment and collection process. The district also conducted workshops with community partners to reach the elderly and inner-city neighborhoods. The goal was to go to the property owners with helpful information rather than make them come to the appraisal district with questions. The district researched and identified communities in the county that underutilized the exemption and protest resources available and then scheduled presentations in those areas. The workshops – including forums in Spanish and Vietnamese - promoted district resources available and provided individualized and immediate answers to property owner account questions. For the third year in a row, HCAD's 'Going the Extra Mile'(GEM) program recognized the 43 employees who go above and beyond their usual responsibilities, working nights and weekends to assist in the outreach effort.

Some of the district's outstanding 2024 performance measures are summarized in the following table while others can be found throughout this annual report.

2025 PERFORMANCE MEASURES	
Category	**Number**
Residential Properties Inspected	317,161
Business & Industrial Inspections	42,972
Commercial Property Inspections	43,479
Residential Sales Verified	29,874
New Subdivisions	1,016
Homestead Exemption Applications	137,339
Telephone Questions Answered	236,929
Walk-In Customers	53,179
Property Owner Email Responses	42,584
Community Meetings	63

To provide property owners with easier access to data and maps, the district continues to improve interactive electronic maps for the website. Property owners can search for their property by account number, name, or address and once there, the site will provide the name, address and account number and the neighborhood name. The interactive maps also show additional properties and provide value comparisons in the neighborhood.

Awards and Acknowledgments

For the ninth year in a row, Harris Central Appraisal District has placed in the Houston Chronicle's list of Top Workplaces 2025. Each year, employees complete confidential surveys, analyzed by independent firm Energage for attributes of leadership and work environments conducive to career opportunity and quality service. Based solely on the survey responses, a select number of organizations are recognized for sharing a common philosophy; their workers are their most important assets and the key to their success. In addition, the district earned its fourth annual national recognition (i.e., Top Workplace USA), this year for Culture Excellence and in three subcategories, and placement on the Remote Work Top Workplaces list.

The Government Finance Officers Association (GFOA) awarded a Certificate of Achievement for Excellence in Financial Report to the Harris Central Appraisal District for its annual comprehensive financial report (ACFR) for the fiscal year ended December 31, 2024. This was the 38th consecutive year that the district has achieved this prestigious award. In order to be awarded a Certificate of Achievement, a government must publish an easily readable and efficiently organized ACFR that satisfies both generally accepted accounting principles and applicable legal requirements.

A Certificate of Achievement is valid for a period of one year only. We believe that our current ACFR continues to meet the Certificate of Achievement Program's requirements, and we are submitting it to the GFOA to determine its eligibility for another certificate.

Testifying appraiser Davin Brantley in the Review Appraisal Division (RAD) earned the prestigious MAI designation, awarded by the Appraisal Institute. The designation is only granted to those who finish six educational courses, pass multiple comprehensive exams, and complete 4,500 hours of verifiable appraisal experience.

Residential Valuation Analyst Ranjisha Bhat earned her Residential Evaluation Specialist (RES) designation, and three members of the GIS team - Sarah LaRue, Luis Otero, and Eartha Courtright - passed their Master Exams for the Cadastral Mapping Specialist (CMS) designation from the International Association of Assessing Officers (IAAO).

We had 18 employees earn their Certified Tax Administrator (CTA) designation in 2025 from the Institute of Certified Tax Administrators: Alyssiya Allen-Preston, Michelle Ayeh McMichael, Joshua Beasley, Justin Bello, Ranjisha Bhat, Adam Bogard, Davin Brantley, Darrell Brown, Gary Cooper, Melissa Gardner, Minhtruong Le, Kelvin Lopez, Wilzon Marinero, Crystal O'Neill, Juan Perez Chavez, Nicholas Spedale, Sandi Sterling, and Carlyle Thomas. They received their awards at the annual Texas Association of Assessing Officers (TAAO) Conference.

Records Management Officer & Retention Manager Barry Primes was inducted into the prestigious Company of Fellows for the Association for Intelligent Information Management. The honor recognizes individuals who have made outstanding contributions to the information management industry. Primes is Fellow #246 out of 247 Fellows across 67 countries including the United States.

Four HCAD employees were elected to leadership positions at the January meeting of the Gulf Coast Chapter of the Texas Association of Appraisal Districts (TAAD). Erika Nettles was elected president; Kimberly Spada became treasurer; Tracey Lensey was elected trustee 1, and Melissa Brodie was elected trustee 3.